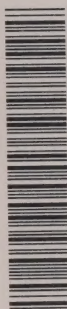


THE FRENCH LANGUAGE SERVICES ACT:

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It's a 2-way street.



Ministry of Transportation

Ontario



WHAT WILL IT MEAN TO ME?



The Deputy Minister's Message

On November 19, 1989, the French Language Services Act will come into effect giving Francophones living in Ontario the right to French language assistance at any Ministry office located in or serving a designated area.

This major endeavour will require the participation, commitment and cooperation of each and every one of us if we are to achieve our goal of effective French service delivery.

Meeting the needs of the Francophone community is not new to us. For a

number of years Ministry staff has offered the residents of eastern and northern Ontario the choice of English or French communications. This service has been extended to Toronto, Mississauga and Hamilton and now includes 22 areas.

This pamphlet has been designed to give you an overview on what the French Language Services Act is all about and how it affects you.

If you have any questions, don't hesitate to call. There are phone numbers listed at the back of this pamphlet.

I'm counting on your support to make the French Language Services Act an integral part of our customer services.

Let's work together. Merci.

A handwritten signature in dark ink, appearing to read 'Pat Jacobsen'.

Pat Jacobsen
Deputy Minister

MAXIMUM

100

km/h

IT'S FULL SPEED AHEAD.

What is the French Language Services Act?

The French Language Services Act gives Franco-phones the right to written and oral communications at all Ministry offices and its agencies – the Ontario Highway Transport Board and the Licence Suspension Appeal Board – located in or responsible to a designated area. The Act takes effect on November 19, 1989.

What is a designated area?

The Ontario government defines a designated area as:

- a region where Franco-phones form at least 10 per cent of the population
- an urban centre with at least 5,000 Francophones
- a previously designated area

A map and a listing of these

regions are shown on the back of this booklet.

What types of services will MTO provide?

Driver registration, government program information and Ministry pamphlets will be made available in the French language at head office and district offices located in or responsible to a designated area, and at driver examination centres.

From now on, Franco-phones can expect to receive the same written and oral communications that the English-speaking public already enjoys.

What is a designated position?

A designated position will be filled by a person who is fluently bilingual. Certain positions – mainly those that

deal directly with the public by phone, over the counter and in person – are most likely to fall into this category.

How many positions at the Ministry will require French proficiency?

More than 8,000 people work for the Ministry of Transportation, but fewer than 200 positions have been designated. That's less than 3 per cent of all jobs.

How does a position become designated?

There are only three ways a position can become designated:

- a position is vacated
- a new opening is created
- the person currently in that post is bilingual

SCHOOL



CROSSING

CAN I GO BACK TO SCHOOL TO LEARN FRENCH?

Can I receive French training?

Yes. If you are interested in receiving French training you should speak to your manager and then contact the Staff Development and Training Section in Downsview. Their number is (416) 235-4495.

Will I lose my job if I don't speak French?

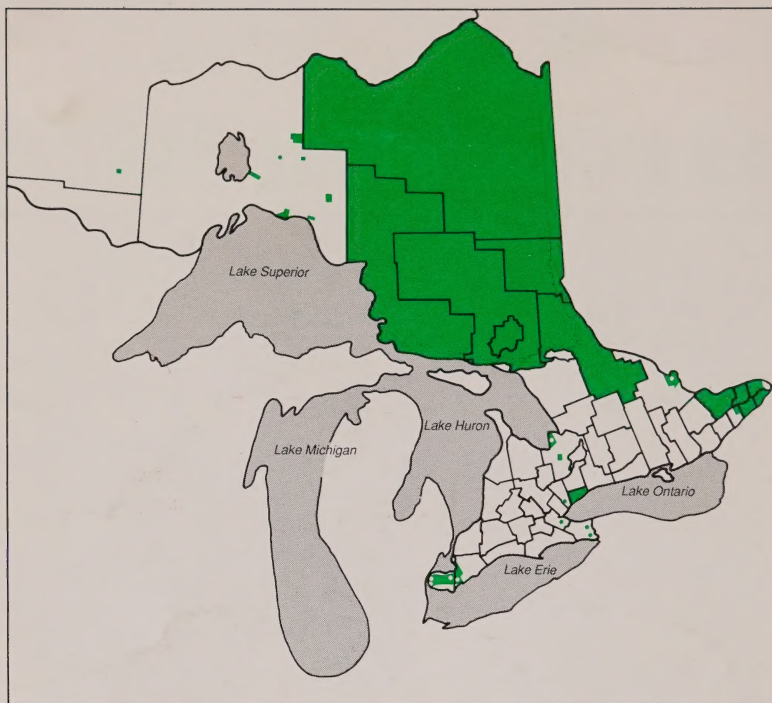
No. A position can only be designated if the job is vacant or already occupied by a person with the required skills. The Ministry would have to find other ways to provide French back-up services.

I work in a designated area. If a question is asked in French, am I required to respond in French?

Yes. After November 19, 1989, this person must be communicated to in French by telephone, writing and over the counter. If you do not feel comfortable responding to a French language inquiry, find someone who can. Our aim is to look after our customers in the quickest, most efficient way possible.

Who is responsible for the implementation of French Language Services in this Ministry?

The Deputy Minister is responsible to the Executive Council (Cabinet) for the implementation of this Act, and the quality of French language services in our Ministry.



DESIGNATED AREAS - FRENCH LANGUAGE SERVICES ACT

MUNICIPALITY OR DISTRICT	AREA		
Municipality of Metropolitan Toronto	All	County of Stormont	Townships of Tiny and Essa
Regional Municipality of Hamilton-Wentworth	City of Hamilton	County of Algoma	All
Regional Municipality of Niagara	Cities of Port Colbourne and Welland	County of Cochrane	All
Regional Municipality of Ottawa-Carlton	All	District of Kenora	Township of Ignace
Regional Municipality of Peel	City of Mississauga	District of Nipissing	All
Regional Municipality of Sudbury	All	District of Sudbury	All
County of Dundas	Township of Windsor	District of Thunder Bay	Town of Geraldton
County of Essex	City of Windsor		Townships of Longlac, Manitouwadge, Marathon, Beardmore, Nakina and Terrace Bay
	Towns of Belle River and Tecumseh.	District of Timiskaming	All
	Townships of Anderdon, Colchester North, Maidstone, Sandwich South, Sandwich West, Tilbury North, Tilbury West and Rochester.		
County of Glengarry	All		
County of Kent	Town of Tilbury, Townships of Tilbury and Tilbury East		
County of Prescott	All		
County of Renfrew	City of Pembroke		
County of Russell	Townships of Stafford		
County of Simcoe	All		
	Town of Penetanguishene		

Where can I obtain more information about this Act?

FRENCH LANGUAGE SERVICES OFFICE

For more information on the Act you should contact the following people:

Ron Bourque, Co-ordinator (416) 235-4547

Nathalie Thivierge, Assistant to the Co-ordinator (416) 235-4901

Francine Jacques, Secretary (416) 235-4547

Communication Services Branch

Serge Jacob, Bilingual Information Officer (416) 235-4875



Ontario

Ministry of Transportation

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